



SERVING AMERICA'S VETERANS

Department of Veterans Affairs

JANUARY 1, 2022 - DECEMBER 10, 2022*

U.S. DEPARTMENT OF VETERANS AFFAIRS CALENDAR YEAR 2022 IN REVIEW



9M+ Health Care Patients Enrolled
6.7M+ Veterans Accessed Health Care



100M+ Clinical Encounters
37M+ In-Person Appointments
14M+ Telehealth/Telephone Appointments
2.5M+ Community Care Referrals



77.3% Veteran Trust in VA **89.9%** Trust in VA Health Care
Based on **34K+** Survey Responses* Based on **540K+** Outpatient Survey Responses*
*FY2022 Q4 Trust Data



49.0M+ Calls Answered by VA Contact Centers
694K+ Calls to Veterans Crisis Line (Dial 988, then Press 1)
163K+ Calls to National Call Center for Homeless Veterans (1-877-4AIDVET)



140,042 Veterans and Family Members Interred with Honor



117M+ VA.gov pageviews
11.9M+ Logged In Users
1.9M+ Form Submissions
16.4M+ [News.VA.gov](#) Pageviews
185M+ [#VetResources](#) Newsletter Emails Opened
1.5M+ VA [Event Calendar](#) Pageviews



62K+ New Employee Hires

**Positive Outcomes include the number of Chapter 31 Employment Rehabilitations, Continuing Education Rehabilitations, Independent Living Rehabilitations and Maximum Rehabilitation Gains, and Chapter 18 and 35 Rehabilitations achieved during a 12-month rating period.



1.6M+ VA Disability and Pension Claims Completed



92,089 Veterans Appeals Decisions
25,890 Hearings Held



3.3M+ Education Benefits and Supplemental Claims Completed



86K+ Insurance Claims Completed



574K+ Home Loans Guaranteed



15K+ Veteran Readiness and Employment (VR&E) Positive Outcomes**



SIGNIFICANT EVENTS



JUNE 22, 2022

VA customer experience campaign leads to increased Veteran satisfaction



AUGUST 10, 2022

Historic PACT Act ushers in sweeping changes for millions of Veterans



SEPTEMBER 13, 2022

VA harnessing technology to cut benefit wait times from months to minutes



SEPTEMBER 30, 2022

VA caregiver benefits expand to all Vets starting Oct. 1



NOVEMBER 3, 2022

Tally of homeless Veterans fell 11%, biggest drop in 5 years



DECEMBER 5, 2022

VA offers toxic exposure screening to enrolled Veterans



MARCH 14, 2022

From tents to tiny shelters, VA begins aggressive push to end Veteran homelessness



JULY 18, 2022

New Veterans Crisis Line phone number (Dial 988, then press 1) connects Veterans to 24/7 support



SEPTEMBER 2, 2022

VA to provide abortions in cases of rape, danger to Veteran health



SEPTEMBER 19, 2022

Veteran suicides drop to lowest rate since 2006



OCTOBER 14, 2022

VA expands survivor benefits to include more same-sex couples



NOVEMBER 30, 2022

Millions more Veterans will have access to life insurance soon



DECEMBER 12, 2022

VA starting work on terminally ill Vets PACT Act claims immediately



Download the VA Welcome Kit
www.va.gov/welcome-kit/

Call us
1-800-MyVA411